

Office of Unified Communications FY2021

Agency Office of Unified Communications

Agency Code UC0

Fiscal Year 2021

Mission The mission of the Office of Unified Communications (OUC) is to provide accurate, professional and expedited service to the citizens and visitors of the District of Columbia. This service is performed by a team that handles emergency and non-emergency calls that are received when individuals dial 911 and 311 in Washington, DC. OUC also provides centralized, District-wide coordination and management of public safety voice radio technology and other public safety communication systems and resources to District government agencies and several local, state, and federal partners.

Summary of Services

Emergency Calls

The Office of Unified Communications (OUC) handles 911 calls from people in Washington DC requesting police, fire and emergency medical services, with a goal to answer every call within ten seconds.

City Services & General Inquiries

OUC provides a one-stop customer service experience for residents and visitors of Washington DC via the 311 system. 311 is available 24 hours a day, 365 days a year to inquire about city services or to request scheduled services such as trash removal, pothole repair, bulk pick-ups and recycling collection.

Citywide Radio Service

OUC maintains records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to provide audio files and other data to partnering local and federal government agencies, as well as the general public.

911/311 Records Management

OUC maintains records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to provide audio files and other data to partnering local and federal government agencies, as well as the general public.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Alternative Responses to Calls for Service Program Launch		This initiative strengthens the clinical response to all crisis calls for mental health care including those that come directly to DBH, as well as those through the 911 system to get people the best, most appropriate treatment and supports they need,
311 Telephony Migration to Content Guru		This solution enables the agency to manage multichannel customer interactions holistically (using self- and assisted-service) from a customer experience and an employee engagement perspective. Content Guru is omni-channel and allows customers and agents to effortlessly maintain the conversation across phone, webchat, instant messaging, and email. This solution has enhanced both community engagement and customer satisfaction.
OUC NG911 Phase 4 Connection to Regional ESINET		This implementation allows the 911/emergency call taking system to geospatially route calls in the border areas and leverage future AT&T IT Security enhancement to mitigate potential TDOS attacks.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
1 - Provide efficient, professional and cost effective responses to 911 communications. (5 Measures)											
Percent of 911 calls answered within 10 seconds	Quarterly	85.5%	91.8%	90%	91.6%	89.4%	87.5%	93%	90.5%	Met	
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	Quarterly	63.9%	67.7%	75%	66.1%	68.6%	67.1%	66.7%	67.1%	Unmet	Performance in this area remains consistent though not meeting the target. The agency has continued its collaborative work with partners at FEMS and MPD to reevaluate response plans and event types. This fiscal year, the agency also continued collaborations with both agencies, and also with DPW and DBH to identify eligible call types that could be addressed in alternative ways, thereby decreasing the number call types that require a first responder to be dispatched. With these efforts underway, the agency anticipates continual gains in this area of performance.

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Percent of records requests fulfilled within mandated time frames	Annually	97.5%	100%	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Total number of residents reached through community engagement and 911 education activities	Annually	35,500	15,000	20,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	25,000	Met	

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Answers all incoming 911 calls (2 Measures)							
Total Number of Inbound 911 Calls	1,373,732	1,309,481	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,235,955
Total number of events created in CAD	989,141	884,958	Annual Measure	Annual Measure	Annual Measure	Annual Measure	797,950
2 - Answers all incoming 311 calls (2 Measures)							
Total Number of Inbound 311 Calls	1,724,350	1,842,883	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2,148,888
Total number of service requests entered into the customer relationship management system by 311 agents	551,204	308,680	Annual Measure	Annual Measure	Annual Measure	Annual Measure	367,538
4 - Serves as custodian of all 911 and 311 communications records (1 Measure)							
Number of agency held records released to stakeholders upon request	9267	8868	Annual Measure	Annual Measure	Annual Measure	Annual Measure	7724

2021 Operations

Operations Title	Operations Description	Type of Operations
1 - Provide efficient, professional and cost effective responses to 911 communications. (2 Activities)		
Answers all incoming 911 calls	The 911 Operations Division receives all 911 calls in the District. Highly trained call takers utilize specialized telephony systems to answer calls and follow specific protocols to probe callers and ensure the most appropriate responses to their needs. In particular, call takers often provide crisis intervention services provide pre-arrival instructions for emergency medical calls. Call takers also enter caller provided information to create incident records and electronically transfer each incident record onsite to highly trained dispatchers. 911 call takers handle over 1.4 million calls annually.	Daily Service
Dispatches MPD and FEMS units/apparatus in response to 911 calls	Highly trained 911 dispatchers coordinate responses to incidents on behalf of MPD and FEMS. Using the Computer Aided Dispatch (CAD) system, dispatchers support and assist in the coordination of on-scene incident responses by first responder units and apparatus. Dispatchers are also responsible for monitoring units' availability in the field and communicating with on-scene first responders to keep them apprised of new information or changes and to coordinate support from additional units as necessary. The 911 Operations Division manages over 400,000 CAD events annually.	Daily Service
2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (3 Activities)		
Answers all incoming 311 calls	The 311 Operations Division is the access point for residents and visitors requiring DC government services and/or information. The Division supports the dissemination of general information about the government, including telephone numbers, agency program details, agency hours of operation and other information. The Division handles approximately 2.1 million calls annually.	Daily Service
Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.)	The Division supports the submission of scheduled service requests such as trash removal, pothole repair, bulk pick-ups and recycling collection, on behalf of partnering service agencies like DPW and DOT, through a number of platforms, including via telephone, web and mobile app. The agency also schedules driver's license testing for DMV and coordinates appointments for energy assistance applicants on behalf of the DOEE. In total, the Division currently takes over 120 service types for 12 different District agencies.	Daily Service
Provides service request status updates and information for servicing agencies	The Division engages with the public to take reports of missed scheduled services and provide service request status information to callers. To be clear, the OUC is not responsible for the provision of city services. Instead, the city agencies that provide such services have service level agreements which outline the expected level of performance for each request type. Further, the 311 Division does not close service request tickets.	Daily Service
3 - Provide state-of-the-art emergency and non-emergency communications. (3 Activities)		
Manages the District's public safety communications and city service request platforms and infrastructure	The Information Technology Division provides centralized, District-wide coordination and management of public safety and other city services communications technology, including voice radio, 911/311 telephony, computer aided dispatch systems (CAD), citizen interaction relationship management (CIRM) systems, mobile data computing systems (MDC) and other technologies, including wireless and data communication systems and resources.	Key Project
Develops public safety communications policies and maintains and purchases all related equipment and facilities	The Information Technology Division develops and enforces policy directives and standards regarding public safety and non-public safety communications; operates and maintains of public safety and non-public safety voice radio technology; manages building facilities that support public safety voice radio technology and call center technology; and reviews and approves all agency proposals, purchase orders, and contracts for the acquisition of public safety voice radio technology and call center technology systems, resources, and services.	Key Project

Operations Title	Operations Description	Type of Operations
Provides 24 hour technical support and maintenance on all public safety communications devices and equipment	The Information Technology Division provides 24x7, highly specialized tech support and maintenance for public safety communications devices, including tablets and radios, deployed to MPD and FEMS users in the field.	Daily Service
4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)		
Serves as custodian of all 911 and 311 communications records	The Transcription Division serves as the custodian of records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to locate and create discrete audio files and other data to the general public to fulfill FOIA requests, to local public safety agencies for internal administrative reviews and to federal government agencies for use during criminal and civil court proceedings.	Daily Service
Authenticates 911 and 311 records in criminal and civil proceedings	Transcriptionists testify in court to authenticate 911 and 311 records and/or to explain event chronologies in both criminal & civil proceedings, under direct examination by judiciary entities.	Daily Service

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Answers all incoming 311 calls (2 Strategic initiatives)				
Increase Utilization of 311 by Residents of Wards 7 and 8	In FY21, the OUC will continue its support of citywide initiatives that seek to encourage all District residents to improve their communities by requesting basic city services through 311 platforms. In addition, the agency will analyze 311 service request data to identify trends around the use of 311 in Wards 7 and 8 and then use that data to target residents there to help remove barriers and empower them to partner with the OUC to engage with the government to request basic city services. A goal of these efforts is to support blight and crime reduction in target areas as identified by MPD. In addition, OUC will seek to enhance its community engagement and strengthen its community partnerships by using virtual platforms to host open houses, information sessions, and other events. A key component of this effort is coordination with ANCs and other community leaders and workgroups to help focus outreach efforts.	Complete	<p>In Q4, in continued alignment with the Building Blocks DC initiative, the agency committed to engaging with stakeholders to carry out a community engagement and public education campaign that focused on enhancing community members' use of 311 to support the blight reduction in target areas. Accordingly, the agency hosted 17 events in Wards 7 & 8 in Q4, including the Office of the Clean City's Roll Off Day at Ron Brown High School, Public Safety and Public Service Outreach Days sponsored by Training Grounds at Woody Ward Rec Center and Marvin Gay Park, as well as a community engagement Adopt-A-Block event on MLK Jr Ave.</p> <p>In addition, while overall, 311 Service Requests decreased substantially during the pandemic, in FY21 service requests were up 17.7% compared to FY20. Even with the overall decrease experienced, service requests in Ward 8 are the highest they have ever been. FY21 service request numbers for Ward 8 are 15.1% higher than FY20 and 22.4% higher than FY19. While Ward 7 FY21 service request numbers are down 4.9% from their peak in FY19, they increased by 3.6% when compared to FY20.</p> <p>OUC receives the majority of SRs via phone, with the percentage of requests received by phone increasing in FY21 from FY20. It is also notable that while Wards 7 & 8 showed a decreased % of requests made by phone from FY20 to FY21, there was an increased percentage of requests received via other methods. We believe that the increased and varied methods of interactions with 311 are due in part to our aggressive public engagement campaigns. To sustain and continue these increases in Ward 7 & 8, in FY22 the Agency intends to keep this strategic initiative.</p>	
311 Customer Care Partnership Expansion	In FY21, the agency will continue its partnership with DGS to incorporate additional service request types under the 311 portfolio. A new partnership currently taking shape is with DC Water and HSEMA to explore the addition of a "flooding" service request type. The agency will also explore new partnerships with agencies and programs as recommended by the City Administrator's 311 Working Group.	Complete	In Q4, three new service request types went live, becoming available for users via all 311 platforms. These service request types include residential "flooding" assistance, made possible through a partnership between DC Water and HSEMA, scheduled yard waste collection by DPW, and the management of minor traffic/parking incidents by DPW's rapid response parking enforcement team, also at DPW.	
Answers all incoming 911 calls (2 Strategic initiatives)				
Regional Public Safety Communications Training Facility Establishment	In FY21, the OUC's Office of Professional Standards & Development will continue efforts to certify its training program & evolve it to an accredited regional public safety communications training center. The primary focus of the work that will be carried out in FY21 is the establishment of the OUC as a national training hub. Through the fiscal year, the agency will partner with industry advocacy and policy organizations to host a wide variety of training opportunities leveraging the use of virtual platforms.	Complete	In Q4 of FY21, 17 classes funded through the regional interoperability grant were hosted by the agency. Nearly 500 industry professionals from PSAPs across the NCR and nation participated in these sessions. In FY22, however, the agency intends to conduct an internal review of its training program and to reassess the feasibility of completing this strategic initiative in future fiscal years.	
PSCC Infrastructure Remodel	In FY21, OUC will continue to use capital funding to remodel the Public Safety Call Center (PSCC), the OUC's secondary operations site. This remodel is being completed in a phased approach which spans a total of three years. FY21 marks year 3 of this project. The work this fiscal year will include overall project design completion activities as well as the improvement and build-out of the radio/MDC workshops, the 1st floor kitchen, the bathrooms and the 911/311 call floor, to both improve the work environment for operations staff and advance the building's technical systems to better align with industry standards.	Complete	In Q4, the final project design drawings were submitted to DCRA, initiating the construction permitting process. Construction procurement activities are scheduled to begin in the first quarter of FY22.	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Dispatches MPD and FEMS units/apparatus in response to 911 calls (1 Strategic Initiative)				
Fortify Relationships Within the Public Safety Cluster	In FY21, OUC will proactive seek to strengthen its partnerships with public safety cluster agencies to help improve caller outcomes across the continuum and in every aspect of the city's public safety programs. In particular, the agency will seek to engage more heavily with Homeland Security & Emergency Management Agency (HSEMA) but also in innovative ways with both MPD and FEMS.	Complete	OUC's fire and emergency medical services dispatchers continued to participate in DCFEMS scenario training at Engine 22 every Wednesday throughout the quarter. This training platform allows DCFEMS and OUC to better understand the respective incident protocols and procedural workflows. OUC also continued regular meetings with DCFEMS and MPD's executive leadership teams and designated liaisons to collaboratively address topics of mutual concern. Another notable update includes continued efforts to establish pathways for alternative responses to 911 calls that do not require the dispatch of police officers, such as some behavioral health-related call types and minor traffic/parking incidents, thereby freeing up officers for true emergency calls. This work continued throughout the fourth quarter and will be ongoing in FY22.	
Manages the District's public safety communications and city service request platforms and infrastructure (1 Strategic Initiative)				
4D Tower Demolition and Replacement	In FY21, the agency will begin a phased project that is projected to span 6 years which will include the demolition and build of a new 500 Ft. tower on the current 4D Tower grounds. The new tower will meet industry standards and code regulations and will have a significantly smaller footprint. In FY21, the agency anticipates that the project design plans will be completed and procurement for the demolition aspect of the project will be executed.	25-49%	In Q4, the design contract was awarded to the vendor. In FY22, and until this multi-year project is completed, the OUC will maintain its role as project manager, in coordination with DGS. In particular this fiscal year, the Agency will lead the effort to execute the demolition plan for the existing tower.	This is a multi-year project that is being completed in coordination with DGS.